

**HANOVER COUNTY
SOCIAL SERVICES ADVISORY BOARD
MINUTES
September 27, 2016**

I. CALL TO ORDER

Mr. Barnette called the meeting to order at 3:31 p.m.

Board Members present: Robert Barnette, Bernadette Cornelius, Sheila Crossen-Powell, Sue Dibble, Ed Gooding and Page Sening.

Also in attendance: Dennis Walter, Deputy County Attorney; Tamara Temoney, Assistant Director; Jacque Althizer, Budget Management Analyst Senior; Judy Davis, Family Services Specialist Supervisor-Permanency; Daricka Jackson, Benefit Programs Manager; Ginny Ferguson, Quality Assurance Coordinator; Christine Tillman, Family Services Supervisor-Protection; Danielle Driscoll, Benefit Programs Specialist; Jackie Hatton, Benefit Programs Specialist; Amanda Payne, Benefit Programs Supervisor; Avala Rose, Benefit Programs Specialist; Jackie Suits, Benefit Programs Specialist and Robin Riley, Administrative Assistant.

Absent: Victoria Hutto, Faye Prichard, Robert "Rick" Richardson

II. ORGANIZATION OF THE BOARD

A. Election of Chair

Ms. Dibble moved to nominate Mr. Barnette to continue as Chair.
Ms. Cornelius seconded the motion and it was carried unanimously.

B. Election Of Vice Chair

Mr. Barnette moved to nominate Ms. Dibble for Vice Chair.
Ms. Sening seconded the motion and it was carried unanimously.

C. Adoption of Meeting Schedule

Summary: The Board will need to decide how often and when it will meet during the upcoming 12 months. The Board is required to meet at least once every other month. A proposed meeting schedule (with a change to the November 2016 date) has been distributed for the Board's consideration.

Action needed: Motion to approve the Board's meeting schedule from July 1, 2016-June 30, 2017 and meeting date change from November 22, 2016 To November 15, 2016.

Ms. Cornelius moved to change the SSAB meeting date from November 22, 2016 to November 15, 2016. Ms. Dibble seconded the motion and it was carried unanimously.

III. CITIZENS' COMMENT PERIOD

There were no comments.

IV. INTRODUCTION OF NEW BOARD MEMBER

Mr. Barnette welcomed Mr. Gooding from the Beaverdam District. Mr. Gooding has been a resident of Hanover County for 21 years. He is an IT professional with almost 50 years' experience. He ran a consulting firm in Richmond for 30 years and is now retired. He has started another business and does volunteer work with the County. He was a past program manager (fiscal agent) for the Virginia Medicaid system.

V. INTRODUCTION OF NEW STAFF

Ms. Jackson introduced the following new staff members:

- Avala Rose – on the ABD/LTC team; seven years of experience in the programs of LTC, AG, SNAP and ABD Medicaid. She is the Chair for BRPRO/Medicaid and has done work with CASA.
- Jackie Suits – on the F&C team; from Roanoke City DSS where she was a case opener; served in the Peace Corps
- Danielle Driscoll – from New Kent County DSS where she was a Human Services Assistant; attended Longwood University
- Jackie Hatton – on the ABD Medicaid and SNAP team; 13 years' experience at Henrico DSS; started in Finance and transitioned to a BPS position; 11 years' experience at the State.

VI. APPROVAL OF MAY 24, 2016 MINUTES

Ms. Sening moved to approve the May 24, 2016 SSAB meeting minutes. Ms. Cornelius seconded the motion and it was carried unanimously.

VII. APPROVAL OF JUNE 14, 2016 NEW MEMBER ORIENTATION MINUTES

Ms. Cornelius moved to approve the June 14, 2016 SSAB New Member Orientation minutes. Ms. Dibble seconded the motion and it was carried unanimously.

VIII. ADOPTION OF RESOLUTION IN RECOGNITION OF MS. VICTORIA HUTTO'S SERVICE TO THE SOCIAL SERVICES ADVISORY BOARD

Mr. Barnette read the resolution recognizing Ms. Hutto's eight years of service to the SSAB. Ms. Hutto was unable to attend this meeting so the resolution will be mailed to her.

Ms. Dibble moved that the Resolution recognizing Ms. Hutto's service to the Social Services Advisory Board be adopted. Ms. Sening seconded the motion and it was carried unanimously.

IX. BENEFIT PROGRAMS APPLICATIONS

Each Board member was provided with a packet of benefit programs applications. Dr. Crossen-Powell said she wanted the Board members to experience some of what the customers do when applying for benefits. Ms. Jackson first demonstrated and explained each step of the process of applying for Medicaid – Families and Children. Ms. Sening asked if this application was for families – yes. If a person is disabled or elderly, they would have to complete Appendix D.

The next application was for SNAP/TANF/AG. Mr. Barnette asked if a person has to give their social security number. Yes, it must be provided for every program. For newborns, the parent(s) have up to a year to furnish the information. In order for benefits to be provided, customers must give their social security numbers. If they do not know their number, they will have to provide it before the application can be processed. Ms. Sening asked if they need to know what programs can be applied for when filling out an application. Ms. Jackson said most people just check everything and workers review and explain what customers need to do. If there are more than four children, separate pages must be completed for each. Ms. Cornelius asked if some expenses are paid by charity or another person, does the customer have to declare – yes. Ms. Sening asked about food/clothing expenses – if money or gift cards are received for expenses, do they have to count. If tangible items are received, they would not count.

The application asks for bank account numbers which can be provided later. An authorized representative can be assigned by the person to apply on their behalf. All individuals in the homes must be listed.

Page 9 of the application regarding reporting changes, penalties for violations of SNAP responsibilities and penalties for TANF/Refugee cash assistance is critical, and all SNAP workers have been advised to explain this section and ensure that the customer understands.

A few years ago, the State streamlined the application process. The program is called **CommonHelp** and is for on-line applications. Customers can also apply by phone for Medicaid only. Using CommonHelp, a person can apply for all programs or health care only. They must create an account, user ID and password. Dr. Crossen-Powell asked what grade level the system uses. Ms. Jackson said she is fairly sure it is at an 8th grade level. Ms. Dibble asked if available in Spanish – yes. The preferred language can be selected on the first page. Spanish is the

only other language available at this time. The call center for Medicaid also offers Spanish.

Information entered can be saved as the person moves through the application. Ms. Cornelius asked if there are work stations at DSS – yes, there are two kiosks in the lobby. Ms. Ferguson asked what the advantage is to applying electronically. Customers do not have to fill out paperwork by hand, the on-line application is more legible for workers and many younger customers are more computer savvy. Mr. Barnette asked if there is an app for this. Customers can apply from a smart phone (which previously had not been available); however, there is not an app available at this time. Mr. Gooding asked if information will auto-populate on the form – yes. Ms. Sening asked if the application goes to the local county. Cases that pass the “self-direct” process could feasibly be processed by the system. That number is less than 20% right now. Ms. Ferguson asked if the error rate was high – yes. CoverVA is not familiar with policy. Ms. Cornelius asked about the time frame for processing to approval. Paper applications can be mailed, faxed or dropped off at the front desk. The application is then assigned to a worker and an interview scheduled. For on-line applications, once submitted, the document(s) immediately show up in the agency’s in box. Ms. Jackson demonstrated VACMS, the on line case management system, and how an application looks once submitted on line. An expedited SNAP application must be processed within 7 days. Ms. Dibble asked how long it takes between a person coming in until they receive money for food. If an application is expedited, the person must have benefits on day 7.

The average time to schedule an interview is 3-4 days. If the worker is unable to contact the person, an interview letter will be mailed. Benefits cannot be given until identity is verified. The case cannot be approved without proof of identity. The expedited process takes 7 days. Ms. Dibble asked if suggestions can be made for food resources in the County since it takes 7 days. Customers are given referrals to food banks/pantries in the area. If they are homeless or have no phone, a worker will see the person that day. SNAP is intended to be a supplemental program and is not meant to cover entire food expenses.

Ms. Cornelius asked about drug convictions with regard to obtaining health care. That is only for SNAP/TANF applicants and has to be a felony conviction. What if the child has charges? If there is a felony conviction of a child for distribution after 1996, DSS has no way of searching since juvenile cases are closed. Mr. Walter said a felony charge no longer stays in juvenile court.

Ms. Dibble asked if a customer moves to another county in Virginia and is qualified for programs, do they have to requalify or reapply? As long as

they are in the state of Virginia, their case can be transferred. Their case follows them wherever they go Every year, clients do have to fill out renewals for updated information. Is this just in Hanover? Ms. Jackson said it is policy for every agency to do so, as long as the information is reported to the worker. All changes have to be reported within 10 days. If a person's case is closed, they would have to reapply in the new location. Ms. Sening asked about renewals for Medicaid. A packet is sent to customers, and most processing of Medicaid is done by mail. For SNAP, a conversation must be held. Mr. Jackson said a lot of return mail is received when using the information on file. If the client has filed a change of address, their mail should get forwarded. They can also update in CommonHelp at any time.

X. BUDGET UPDATE

The budget is two months into reporting this year. Dr. Crossen-Powell asked how salaries compare to last year at this time. They are at the same percentage as last year. A section will be added to this information showing the previous year. Last year had a higher return in federal monies than expected. No projections other than the budget are being made at this time and there is nothing unusual going on. Mr. Gooding asked what comprises the local/miscellaneous general fund. The majority is salaries. Ms. Cornelius asked is that where fraud gets entered. Fraud collections are returned to the State.

XI. HANOVER DSS DASHBOARD

Data comes out the 15th of the month but information is lagging from the State. Ms. Ferguson explained the benefit program count and that each program applied for counts separately. Goals set by the Director were explained: Mental health first aid classes for employees; professional development (becoming involved in current associations and new developments including Ashland Open Door, Circles and VALHSO); scheduling preparedness training for DSS' role in sheltering.

PIMR: (Performance Indicators Measurement Report)

Shown is Hanover DSS data, the State's performance and the State standard measurement. Timely processing of SNAP is down due to having six vacancies in the BPS unit. A scanning system is used for documents, and some who were responsible for scanning made serious errors. That issue has been addressed. Mr. Gooding asked if vacations would have an impact. They may, but the unit was mostly impacted by personnel vacancies. There are so few TANF cases, that one or two cases can impact the statistics. Medicaid reviews are at 98%.

COR: (Critical Outcomes Report)

There are 18 children in care, and if two or three are in congregate care, that will increase the percentage. Numbers have increased a bit.

Children over 18 are not counted in that figure. Sixteen children were discharged to permanency or adoption in the past year and six are in relative placements. The five in congregate care are teenagers.

Dr. Crossen-Powell said that most did not come to DSS except as teenagers or from other community partners. Would the Board like the CSA Coordinator to give a presentation at the next meeting – yes.

Ms. Davis stated that a big factor in recent years has been substance abuse by parents. More services are being provided to parents with mental health and substance abuse issues, so 12 months is not a lot of time to work toward reunification. If a child is returned home too soon, it would cause trauma if they then have to be removed again. Ms. Ferguson asked Ms. Tillman to explain what impacts the ongoing visits measurement. Customers are now always willing to cooperation. It is also impacted sometimes by whether an investigation has to be assigned. Generally, the worker is able to make most of the contacts now.

Customers will be contacted at the beginning of a month if rescheduling is needed before the end of the month.

XII. DIRECTOR'S UPDATE

Dr. Crossen-Powell discussed highlights of the Director's Update, what has occurred since the last Board meeting:

(copy of the full report sent to SSAB members October 11, 2016)

- Building issues: At the end of July, it was discovered that several ceiling tiles had fallen, and another fell with a few hours of employees being in the building. The entire agency had temperatures of 80+ degrees with humidity of 80+%. Industrial dehumidifiers were used and finally removed last Friday. The chiller, which was originally sized for the whole complex, had major issues and a part had to be ordered. Workmen were coming in after hours to bleach the ceiling registers due to mold. A lot of work has been done by the Facilities Department. Dr. Crossen-Powell commended the staff for working under unpleasant conditions.
- There will be a new work station at the front desk, as close as possible to a single point of entry in the lobby.
- Dr. Temoney, Ms. Althizer and Dr. Crossen-Powell are working on an effort to increase the on-call pay rate for shifts. Staff members presented a proposal for one-half of their hourly pay rate per shift. HR has been supportive because most other departments in the County follow that formula. The pay of \$7.00 per shift has not changed since 1999. Northumberland and Hanover are the only localities still paying that amount. The cost will be about an additional \$11,000 per year. DSS staff does not yet know how far along we are in the process. Finance said to get it into the budget before December.

- Ms. Jackson is “leading the charge” to move to Phase II of VACMS migration, merging four benefit programs into one system.
- A young child’s mother was killed and found in a car in Hanover. CPS staff responded, and at the five-day hearing, the child’s aunt from Pennsylvania came and took custody.
- The cooling program served 304 households - \$62,828.48, a very successful year for customers in the program.

XIII. ADJOURNMENT

The meeting was adjourned at 5:14 p.m. by Mr. Barnette.

Next Meeting: Tuesday, November 15, 2016; 3:30 P.M.